GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:5886
ANSWERED ON:10.04.2017
Delay in Transfer of LPG Subsidy
Charitra Shri Ram;Singh Shri Abhishek

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether there is significant delay in transfer of LPG subsidy to the account of beneficiaries and if so, the details thereof and the reasons therefor;
(b) the details of minimum and maximum time fixed by the Government/ Oil Marketing Companies under Direct Benefit Transfer of LPG subsidy to the account of LPG consumers;
(c) the details of complaints received by the Government during the last two years and the current year along with the steps taken to bring down such complaints in a time bound manner, State/UT/ OMC-wise;
(d) whether the OMCs have surplus stock of LPG due to curbs imposed by the Government with regard to sale of LPG cylinders in the country; and
(e) if so, the details thereof along with the steps taken/being taken by the Government to liquidate the surplus stock to facilitate the consumers in the country?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) to (c) LPG consumers, who join the PAHAL scheme, get the LPG cylinders at non-subsidised price and receive LPG subsidy (as per their entitlement) directly into their registered bank accounts within 48 hours of purchase of refill. However, due to involvement of several stake holders (like LPG distributors, NPCI & banks) in
subsidy transfer process and depending on their internal processes, minor delays can happen. From inception of the scheme as on 03.04.2017, out of 236.15 crore transactions involving transfer of subsidy, 234.41 crore transactions were successful which shows that 99.26 % of the entire transactions were successful. The reason for the failure of transactions is mainly due to the mismatch of the bank account mapped with Aadhaar, incorrect Bank Account number submitted by the consumer etc.
As and when such grievances are received, remedial measures are taken by Public Sector Oil Marketing Companies (OMCs) in the form of updating correct information in consultation with the concerned stakeholder. In order to have a more convenient, easy and effective way to enable the customer to lodge their complaints, unique Toll Free Number 18002333555 is in operation for complaint registration through call centers on industry basis. Customer can also register their grievances online by visiting websites of OMCs.
(d) & (e) Assessment of requirement of LPG (domestic/commercial) in the country is made by the OMCs on the basis of growing LPG consumer base in the country. As indigenous production of LPG is less than the demand, OMCs prepare plan to import the LPG requirement on annual basis. The projected demand is monitored on a regular basis and necessary changes in the projections are made based on the prevailing sales trend, change in policies or any other factor which may influence the demand. OMCs take action to meet any fluctuation in demand of LPG due to such factors.